



JOB DESCRIPTION

JOB TITLE: Manager, Office & Foundation Operations

EMPLOYER: Georgia State Golf Association, Inc.

DEPARTMENT: Executive/GSGA Foundation

REPORTS TO: Director, GSGA Foundation

EMPLOYMENT STATUS: Full-Time

FLSA STATUS: Exempt

EFFECTIVE DATE: 4/1/2026

SUMMARY: The Manager, Office & Foundation Operations is responsible for supporting the daily functions of the Georgia State Golf Association and GSGA Foundation by managing the physical office, assisting with a range of administrative and operational efforts, and supporting Foundation activities including donor database management, donor stewardship efforts, and event support.

DUTIES AND RESPONSIBILITIES:

- Greet guests and visitors to the GSGA office and maintain a clean, professional appearance of the reception area and shared office spaces.
- Manage office operations by supporting the primary point of contact for vendors, IT support, and building services; coordinating preventive maintenance and service requests to ensure office equipment remains fully functional; managing the offsite storage unit; and overseeing the timely distribution of mail and packages.
- Coordinate internal initiatives that contribute to team culture and organizational effectiveness, including quarterly staff meetings, birthday celebrations, program scorecard maintenance, radio show logistics, and cross-department meeting scheduling.
- Oversee inventory and ordering of office supplies, snacks, and beverages; maintain staff technology resources, including laptops, phones, and related equipment; and support the procurement of general office and program-related materials.
- Provide administrative support related to various executive functions.
- Manage the day-to-day donor database operations, including recording donations, generating reports, maintaining data accuracy, and documenting internal procedures to ensure the Foundation's CRM remains clean, organized, and functional.
- Lead the implementation of the Foundation's stewardship plan by coordinating donor outreach and communications (letters, emails, phone calls, newsletters), and monitoring processes to ensure consistency and identify opportunities for improvement.
- Conduct donor and partner research to support fundraising and cultivation strategies.
- Assist with GSGA Foundation fundraising events by supporting logistics, implementing event-specific stewardship strategies, and ensuring accurate post-event donor follow-up.
- Provide administrative and logistical support for Foundation board and committee activities, including coordinating meetings, tracking RSVPs, reserving space, and assisting with related communications and preparation.
- Provide general support to the Director, GSGA Foundation, including assistance with special projects, administrative functions, and other responsibilities as needed.

- Assist Director, Corporate Partnerships & Major Gifts with coordinating, executing, and monitoring partnership deliverables.
- Assist other departments as needed.

SUPERVISORY RESPONSIBILITIES:

- This position has no supervisory responsibilities.

QUALIFICATIONS:

- Bachelor's Degree from four-year college or university, related experience and/or training, or equivalent combination of education and experience.
- Possesses strong attention to detail and the ability to handle several tasks simultaneously.
- Strong written and verbal communication skills, organizational skills, and strong work ethic.
- Proven ability to maintain sensitive and confidential information.
- Is ethical, tactful, and courteous in dealing with all employees, customers, and vendors.
- Knowledge of Microsoft Office applications is required.

COMPETENCIES:

- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- **External Working Relationships** – Develops and maintains courteous and effective working relationships with clients, vendors and/or any other representatives of external organizations.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Quantity** - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- **Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Occasionally required to stand.
- Occasionally required to walk.
- Frequently required to sit.
- Occasionally required to climb, balance, bend, stoop, kneel or crawl.
- Frequently required to talk or hear.
- Occasionally exposed to outside weather conditions
- While performing the duties of this job, the noise level in the work environment is usually moderate.
- The employee must occasionally lift and /or move up to 25 pounds.
- This position frequently works in an office environment and uses a computer, telephone, printer/copier, and other office equipment as needed to perform duties. This may include prolonged periods sitting at a desk and working on a computer.
- The employee must be able to excel working both independently as well as part of a team environment.
- Regularly required to use written and oral communication skills with various audiences.
- Read and interpret data, information, and documents.
- Perform highly detailed work under changing, intensive deadlines on multiple concurrent tasks.
- Interact with co-workers at all levels, vendors, players, volunteers and occasionally the general public. The position is based at the GSGA's home office in Atlanta, Georgia and requires the employee to be physically present in the office during normal business hours unless traveling for business purposes.

COMPENSATION AND BENEFITS

- Base salary of \$47,500-\$55,000 commensurate with qualifications and experience.
- Full benefits package including medical, dental, vision insurance with no waiting period.
- Association logo apparel provided.
- Retirement Plan with company matching.
- Paid Time Off.
- Mileage and Cell Phone Reimbursement.
- Golf privileges at Bobby Jones Golf Course.

To Apply

Interested candidates should email a cover letter and resume to HR@gsga.org. No phone calls please. Interviews for those selected will be conducted at the GSGA offices in Atlanta, Georgia as soon as practicable. The position will remain open until it is filled.

The Georgia State Golf Association is an Equal Opportunity Employer.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.